

MIRZA OMERCAJIC

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Experienced and highly accomplished business professional with extensive knowledge of financial markets. Demonstrated solid analytical and team management skills, in addition to an exceptional ability to design and implement processes that increase workflow efficiency, improve productivity, and ultimately increase revenue. Respected leader with an ability to build highly motivated teams focused on achieving set goals.

Professional Experience

Northern Trust Company, Chicago IL

Nov 2011 – Current

Sr. Client Service Manager – Asset Management

Assisted senior sales personnel in the management of client programs. Reviewed client portfolios daily and worked to identify issues based upon a fundamental understanding of client investment programs.

- Cultivated strong working relationships with client contacts, while adding value by anticipating possible solutions and partnering with clients to implement them.
- Performed rebalancing of client investment programs monthly and worked with bank partners to post client buy/sell transactions.
- Coordinated with the portfolio management team and manager research on all additions, replacements and removals of managers/investments from client programs.
- Verified data accuracy for all client deliverables in a timely manner while accommodating any unique client requirements or requests.
- Identified and promoted cross-sell asset management products and services.
- Developed in-depth knowledge of bank products and analytical skills required for the resolution of inquiries involving management of priorities and workflows.
- Prepared and conducted Outsourced CIO and Pension Risk Management presentations.
- Traveled to client locations to address revenue concerns, new business opportunities and servicing.

Energy Balance Ltd - London, UK

2014- Current

President

- Successfully established distributor channels for European markets, identified opportunities, conducted presentations and drove new trials.
- Managed all aspects of sales cycle, including strategic and tactical planning, marketing promotional material, contract negotiations, cost containment development programs, considerable profitability improvement and progressive expansion of sales territory to far exceed business goals.
- Prepared clear and concise interpretations of market conditions and their likely impact on energy supplies and costs, and managed the editorial process.
- Provided procurement services to clients incorporating risk management and/or contract management of energy requirements in a consistent, effective and efficient manner.
- Identified sales opportunities, initiated sales strategies, explored new inquiries, maintained contacts and ongoing market awareness.

Northern Trust Company, Chicago IL

Sep 2009 – Nov 2011

Sr. Consultant – Asset Management

Conducted quantitative analysis of cash flows, identified future trends, and assessed risk associated with client acquisitions.

- Analyzed fund cash flow patterns and acted as a lead technical consultant to internal areas regarding the impact of investment fund flows which consisted of movements of cash over \$800M biweekly.
- Developed comprehensive reports, abstracts, and charts to present revenue data and pipeline opportunities for Institutional and Direct Intermediary sales teams.
- Increased efficiency 15% through improved data management by identifying opportunities for risk mitigation.
- Conducted full fee process analysis for Direct Intermediary, Multi-Manager, and Institutional Sales teams. Created an effective fee menu for each team's use when negotiating fees.
- Managed the tax reclaims process for participants of International Common Funds.
- Led and represented teams as the Subject Matter Expert on various projects, committees and initiatives assigned by senior management.

- Developed large trade thresholds and trade notification procedures to reduce fund level tracking errors.
- Surrounded and supported managers by providing and implementing creative solutions. Assisted in resolutions of audit points.
- Functioned as a key liaison to portfolio managers and product/client servicing to ensure programs and processes are aligned to meet challenges such as extreme market movement and rebalancing.

Northern Trust Company, Chicago IL

Jun 2006 – Sep 2009

Manager – Hedge Fund Administration

Managed a client servicing team, conducted performance management and career development processes, developed business requirements and designed processes to support new client service department for global Hedge Fund Administration (HFA) business. Acted as key point of contact for HFA clients to ensure client deliverables are met and that service is always distributed at the highest level.

- Established account opening client identification program guidelines. Collaborated with the compliance department in establishing Anti-Money Laundering and Know Your Customer processes for Hedge Fund third party clients.
- Maintained and developed client relationships by exploring opportunities to provide additional products or services. Responded to client inquiries and coordinated client activity.
- Documented services provided, specialized procedures, and on-going written communication with clients by managing daily activity.
- Prepared monthly capital activity reports and client statements.
- Investigated and resolved client/partner inquiries and requests relating to assigned hedge funds.
- Coordinated presentations and brought experts when appropriate to ensure effective delivery of new services.
- Counseled clients on emerging issues, products/services, legal/regulatory changes, and general financial environment, translating impact on client's activities and services.
- Worked with internal and external auditors during reviews and audits to ensure full cooperation from accounting staff and compliance with all requests.
- Developed comprehensive reports, abstracts, and charts to present revenue data, accuracy, and timelines of Fund Accounting deliverables.
- Traveled to client locations to address revenue concerns, new business opportunities and servicing.

Northern Trust Company, Chicago IL

Sep 2000 – Jun 2006

Accounting TeamLeader – Transfer Agency

- Assisted in the development of department policy and procedure manual.
- Implemented various reports for Northern Funds to improve process and service efficiency.
- Conducted performance evaluations and annual reviews of employees.
- Managed cross-training of team for adequate coverage.
- Reconciled numerous general ledgers daily, monitored them for outstanding items and resolved any exceptions in timely and accurate fashion.
- Reviewed and corrected share discrepancies between Trust IMS and Northern Funds trading system.
- Processed cash movement via CIT system, with average dollar value of over \$200,000,000.00.

Education

Northeastern Illinois University, Chicago IL

2006

Business Administration/Accounting

Skills

- Proficient with Microsoft Office Suite, Bloomberg, Hedge Tek, iiSEARCHES, Morningstar, InvestorForce, Investran, SharePoint, SunGard, InvestOne, Eagle.
- Detail-oriented, problem solving, creative thinking, team building, strong communication, public speaking, training abilities.
- Quantitative analysis, Fund Administration, Hedge Funds, Multi-Manages solutions, cost reduction, budgeting.
- Fluency in Bosnian (Serb-Croat Dialect).